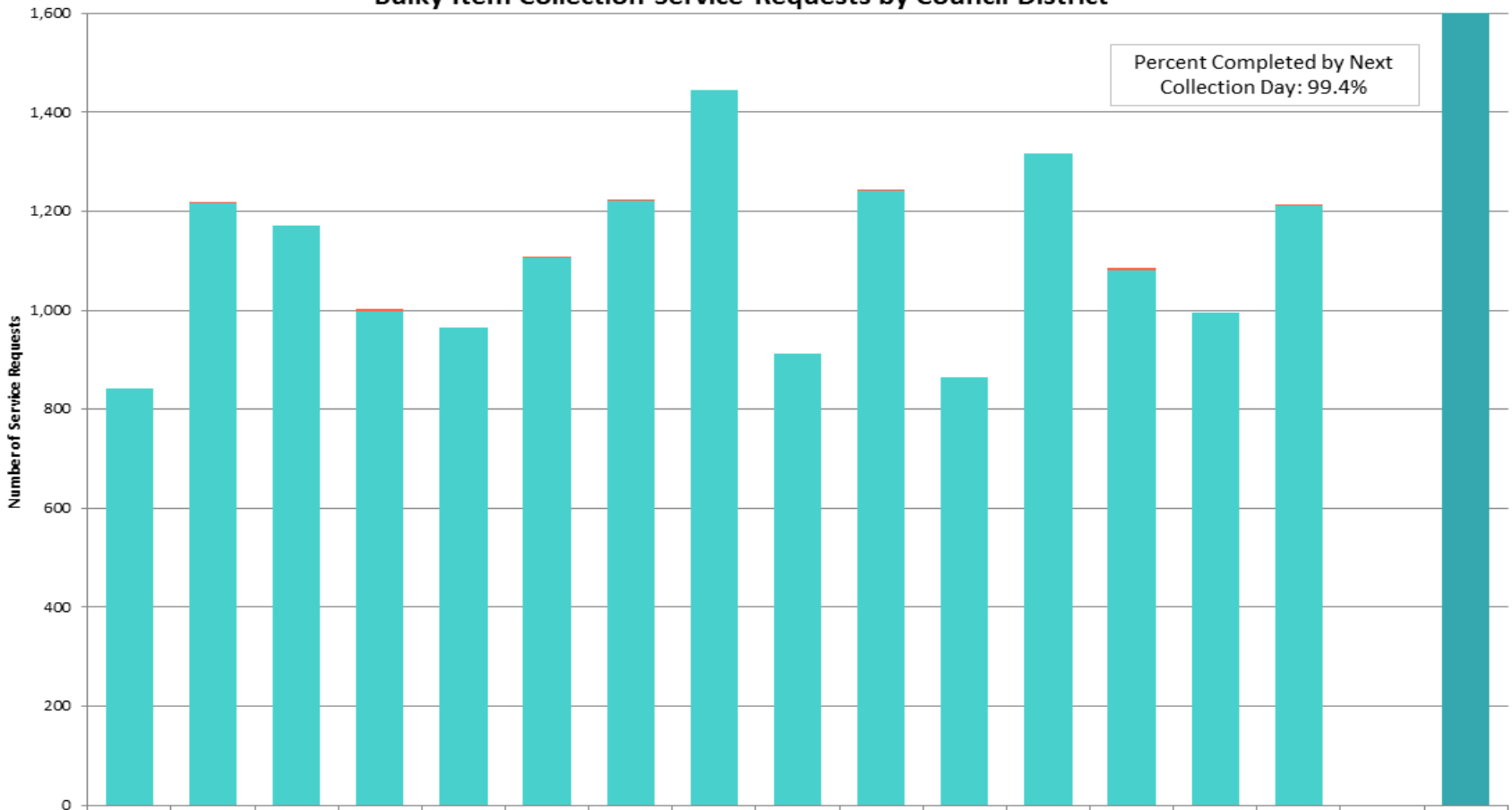
environment LA SANITATION CITY OF LOS ANGELES

Weekly Snapshot June 16, 2019 - June 22, 2019:
Bulky Item Collection Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	842	1218	1171	1002	966	1108	1222	1445	913	1242	865	1318	1085	995	1213	16605	3321
Pending/Open	0	1	0	3	0	1	1	0	0	1	0	0	4	0	2	13	3
Closed	842	1217	1171	999	966	1107	1221	1445	913	1241	865	1318	1081	995	1211	16592	3318

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Bulky Item Collection Service Requests by Council District
May 2019 - Updated Monthly

	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	3,016	4,763	4,451	4,316	3,992	5,469	4,735	5,548	3,840	5,160	3,214	4,818	4,975	3,344	4,482	66,123	3,306
Pending/Open	5	0	0	0	0	5	2	0	0	0	0	0	2	2	2	18	1
Closed	3,011	4,763	4,451	4,316	3,992	5,464	4,733	5,548	3,840	5,160	3,214	4,818	4,973	3,342	4,480	66,105	3,305

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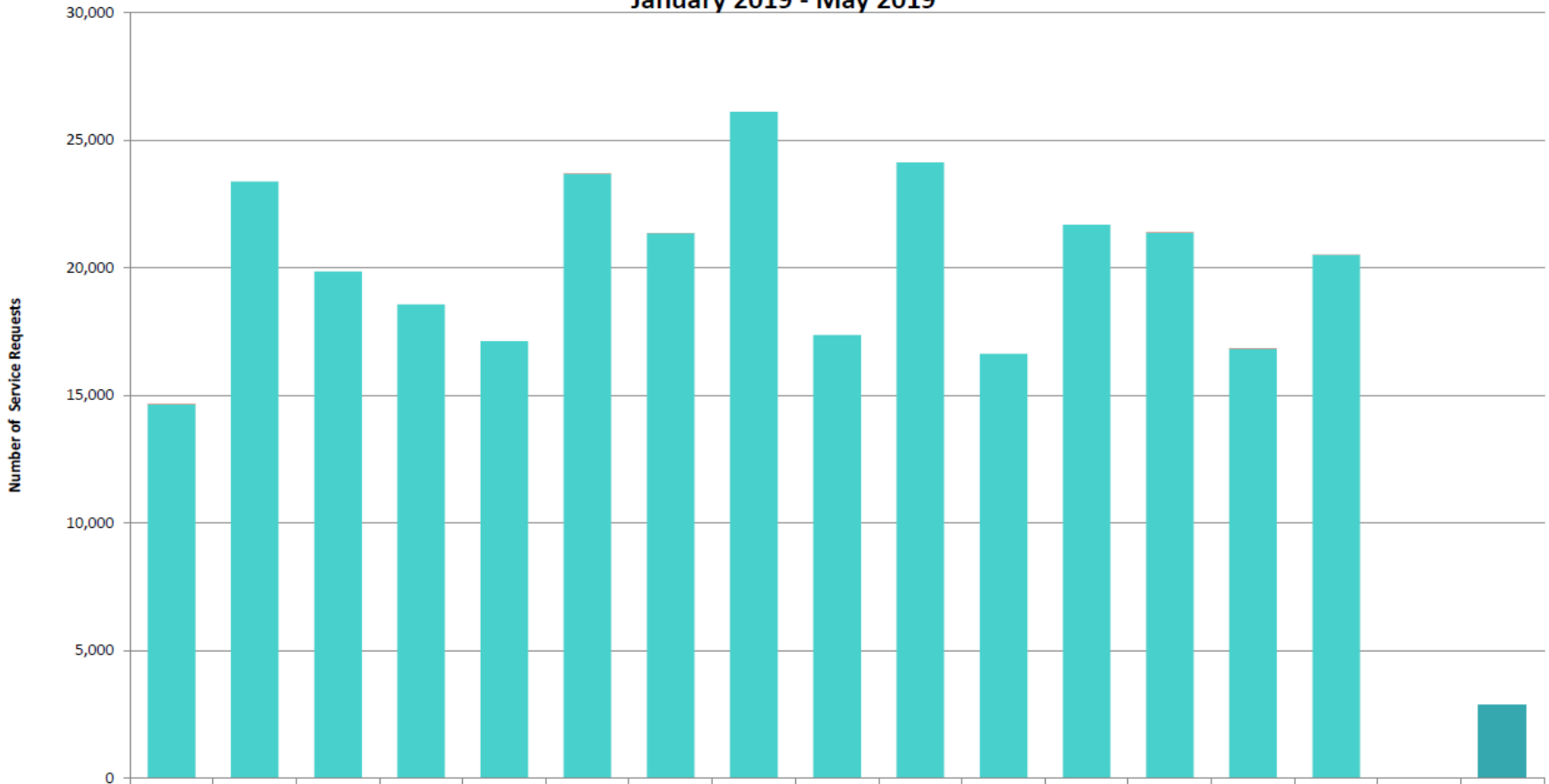
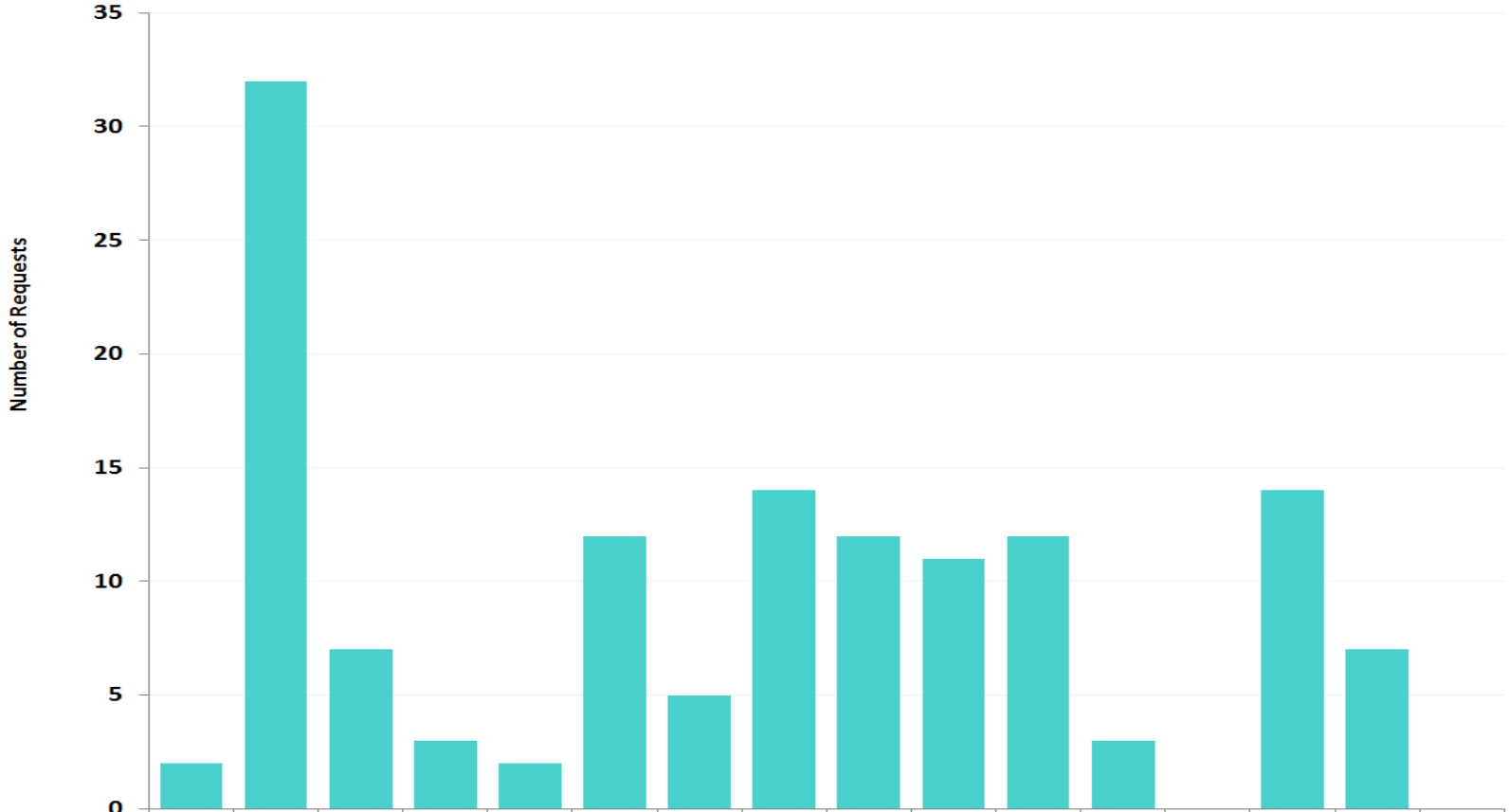
Bulky Item Collection Service Requests by Council District
January 2019 - May 2019



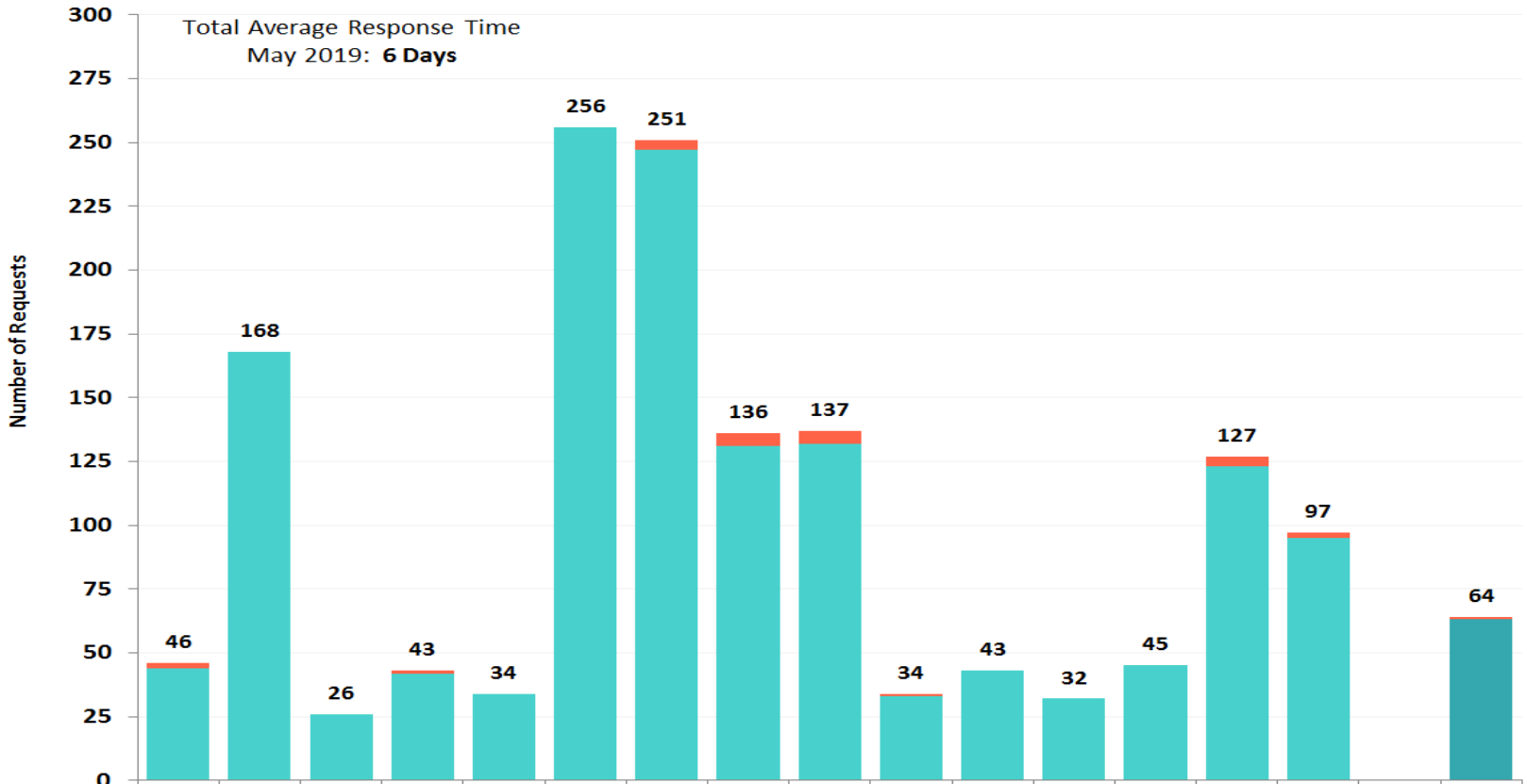
	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	14,661	23,378	19,851	18,558	17,127	23,694	21,363	26,099	17,368	24,134	16,624	21,689	21,388	16,845	20,513	303,292	2,861
Pending/Open	5	0	0	0	0	5	2	0	0	0	0	0	2	2	2	18	
Closed	14,656	23,378	19,851	18,558	17,127	23,689	21,361	26,099	17,368	24,134	16,624	21,689	21,386	16,843	20,511	303,274	2,861

Weekly Snapshot 06/21/19: June CSLA Open/Pending Illegal Dumping Service Requests by Council District



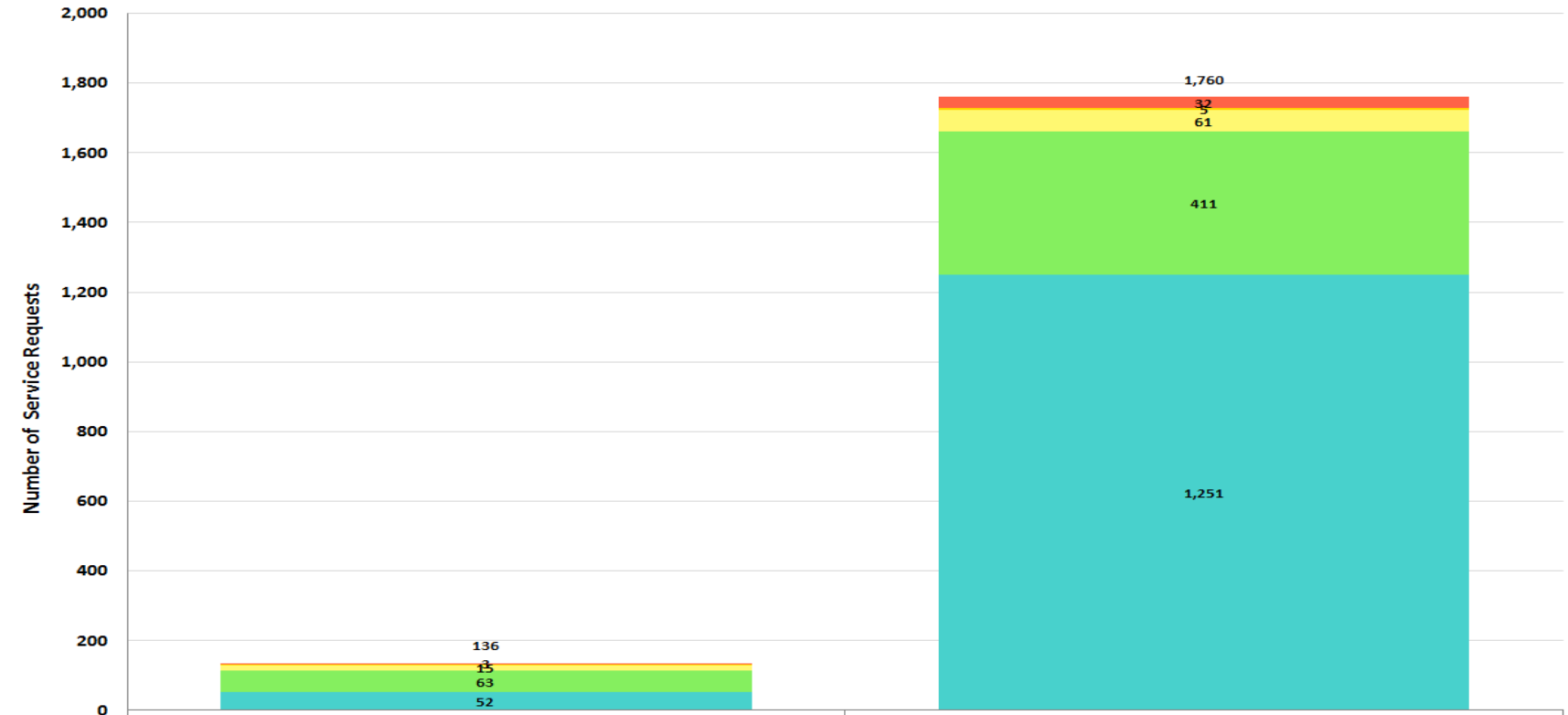
	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Illegal Dumping	2	32	7	3	2	12	5	14	12	11	12	3	0	14	7	136

MYLA311: Clean Streets LA Illegal Dumping Service Requests by Council District May 2019



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Pending	2	0	0	1	0	0	4	5	5	1	0	0	0	4	2	24	1
Closed	44	168	26	42	34	256	247	131	132	33	43	32	45	123	95	1,451	63
Total	46	168	26	43	34	256	251	136	137	34	43	32	45	127	97	1,475	64

Weekly Snapshot 06/21/19: June CSLA Illegal Dumping Service Request Ages Based on Ticket Creation Date



	Open/Pending	Closed in current month
22+ Days	3	32
17-21 Days	3	5
11-16 Days	15	61
6-10 Days	63	411
1-5 Days	52	1,251
Total	136	1,760

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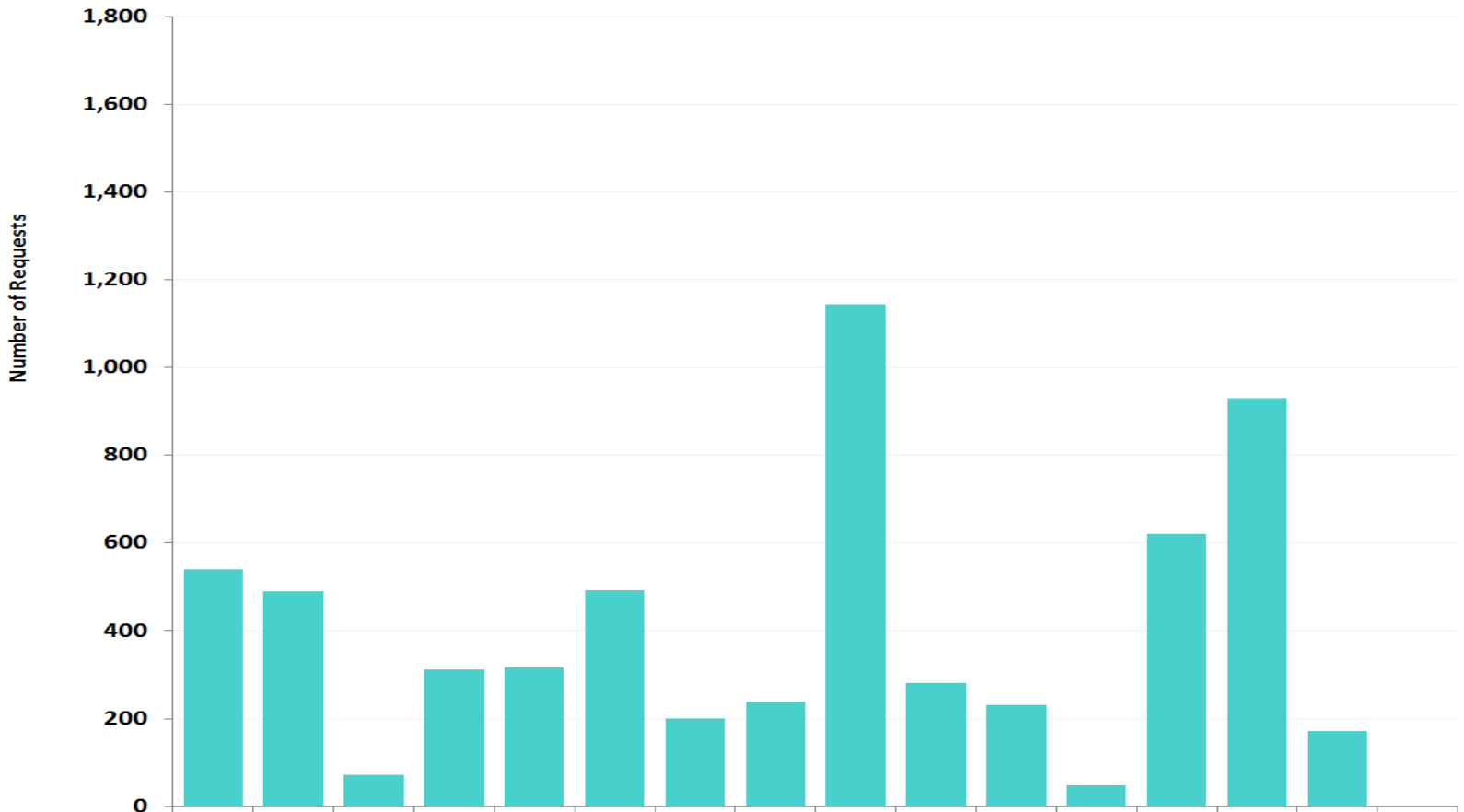
Weekly Snapshot 06/21/19: June CSLA Open/Pending Homeless Encampment Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD10	CD11	CD12	CD13	CD14	CD15	Total
Homeless Encampments	540	490	71	313	317	493	199	239	1,143	281	231	48	622	929	172	6,088

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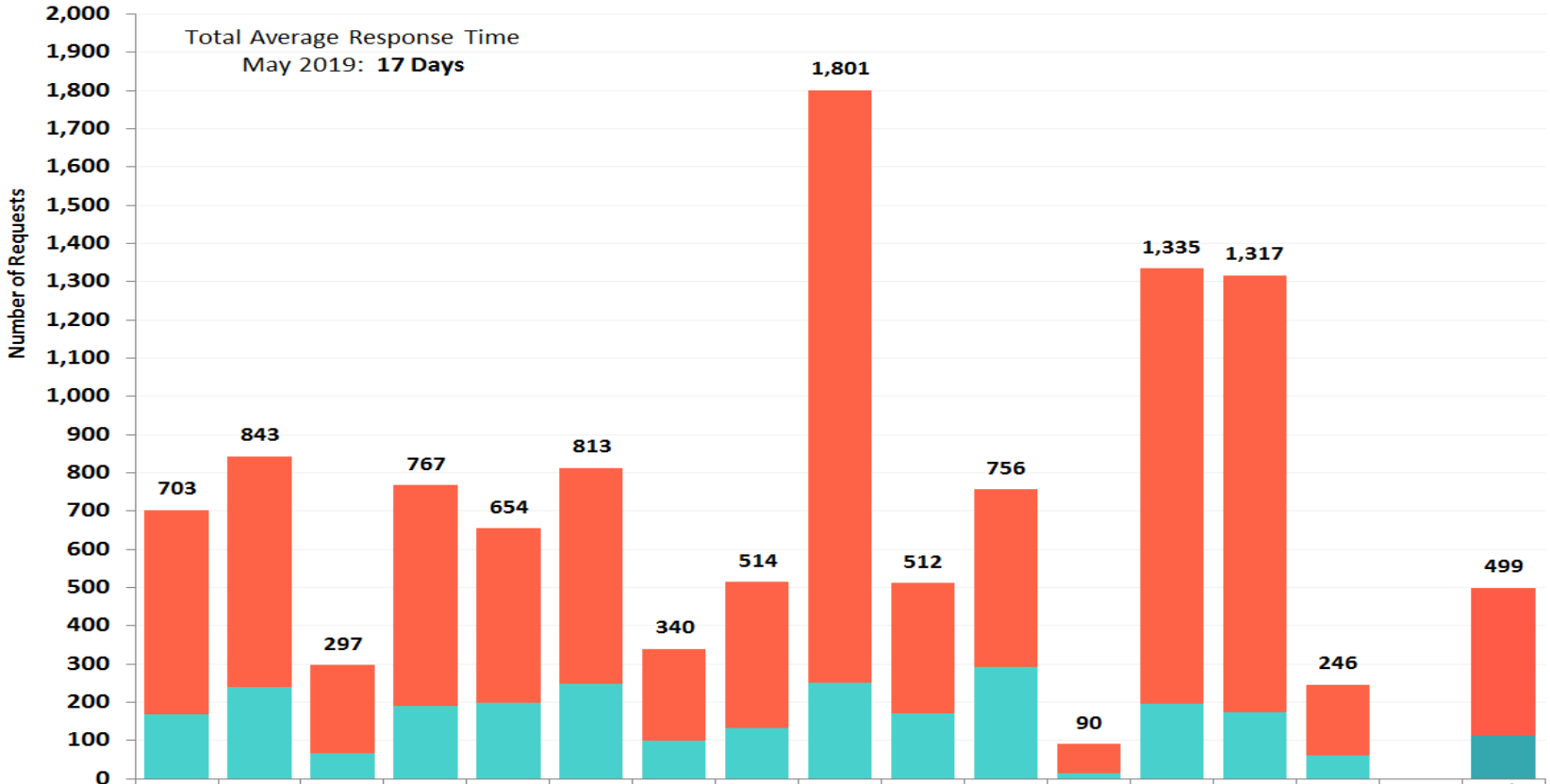
MYLA311: Clean Streets LA Homeless Encampment Service Request by Council District May 2019



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Total Pending	536	604	232	576	456	565	242	381	1551	341	464	75	1140	1144	184	8,491	386
Closed in May	167	239	65	191	198	248	98	133	250	171	292	15	195	173	62	2,497	114
Total	703	843	297	767	654	813	340	514	1,801	512	756	90	1,335	1,317	246	10,988	499

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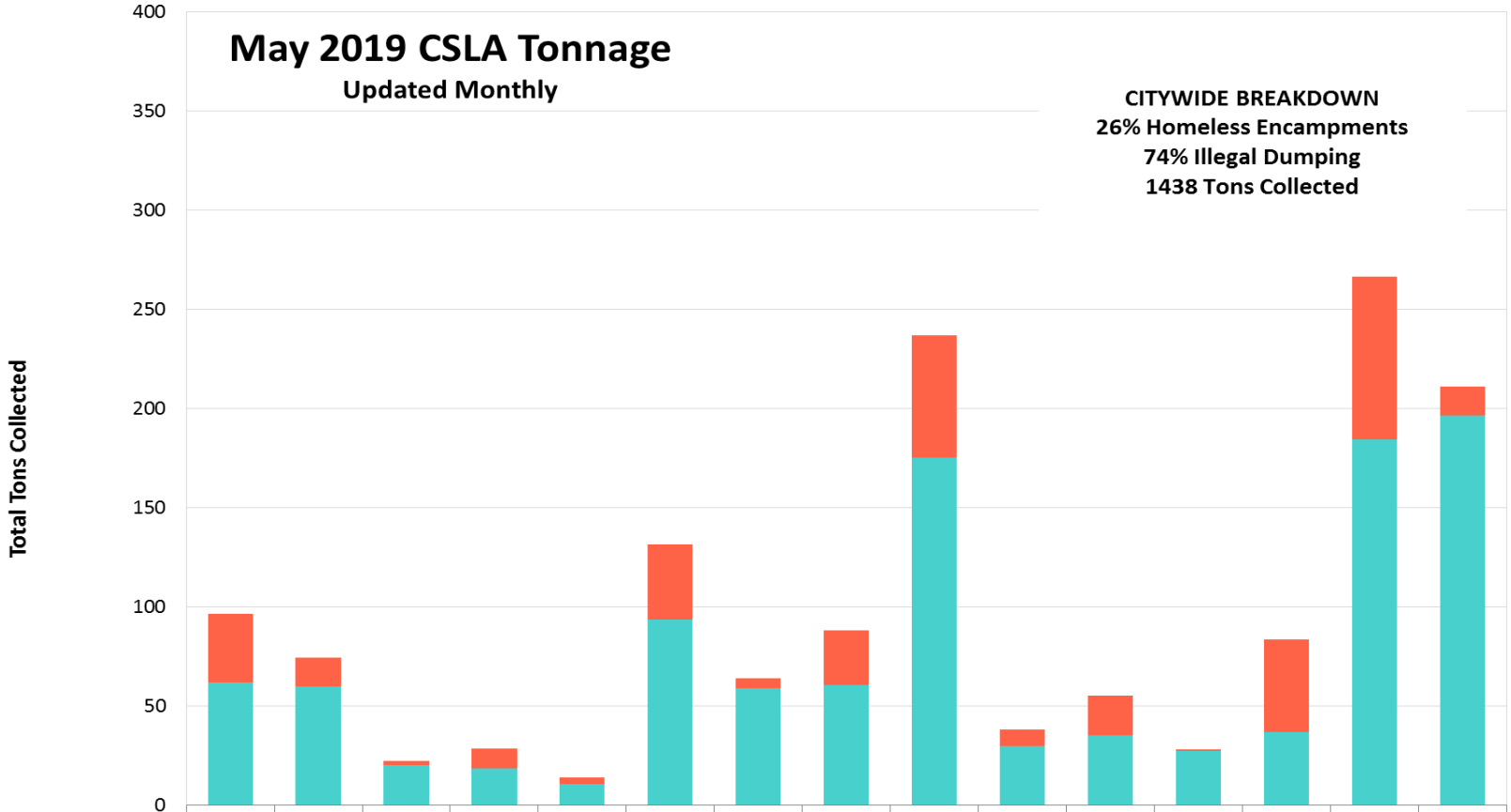
Weekly Snapshot 06/21/19: June CSLA Homeless Encampment Service Request Ages Based on Ticket Creation Date

	Open/Pending	Closed in current month
91+ Days	2,043	1,320
61-90 Days	778	741
31-60 Days	1,116	1,024
1-30 Days	2,151	1,359
Total	6,088	4,444



	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	CD15
Homeless Encampments	34.49	14.59	2.31	10.19	3.22	37.91	4.93	27.50	61.80	8.48	20.13	1.00	46.47	82.30	14.42
Illegal Dumping	61.81	59.90	20.00	18.29	10.75	93.43	59.07	60.49	175.04	29.71	35.22	27.12	36.83	184.24	196.48
Grand Total	96.30	74.49	22.31	28.48	13.97	131.34	64.00	87.99	236.84	38.19	55.35	28.12	83.30	266.54	210.90

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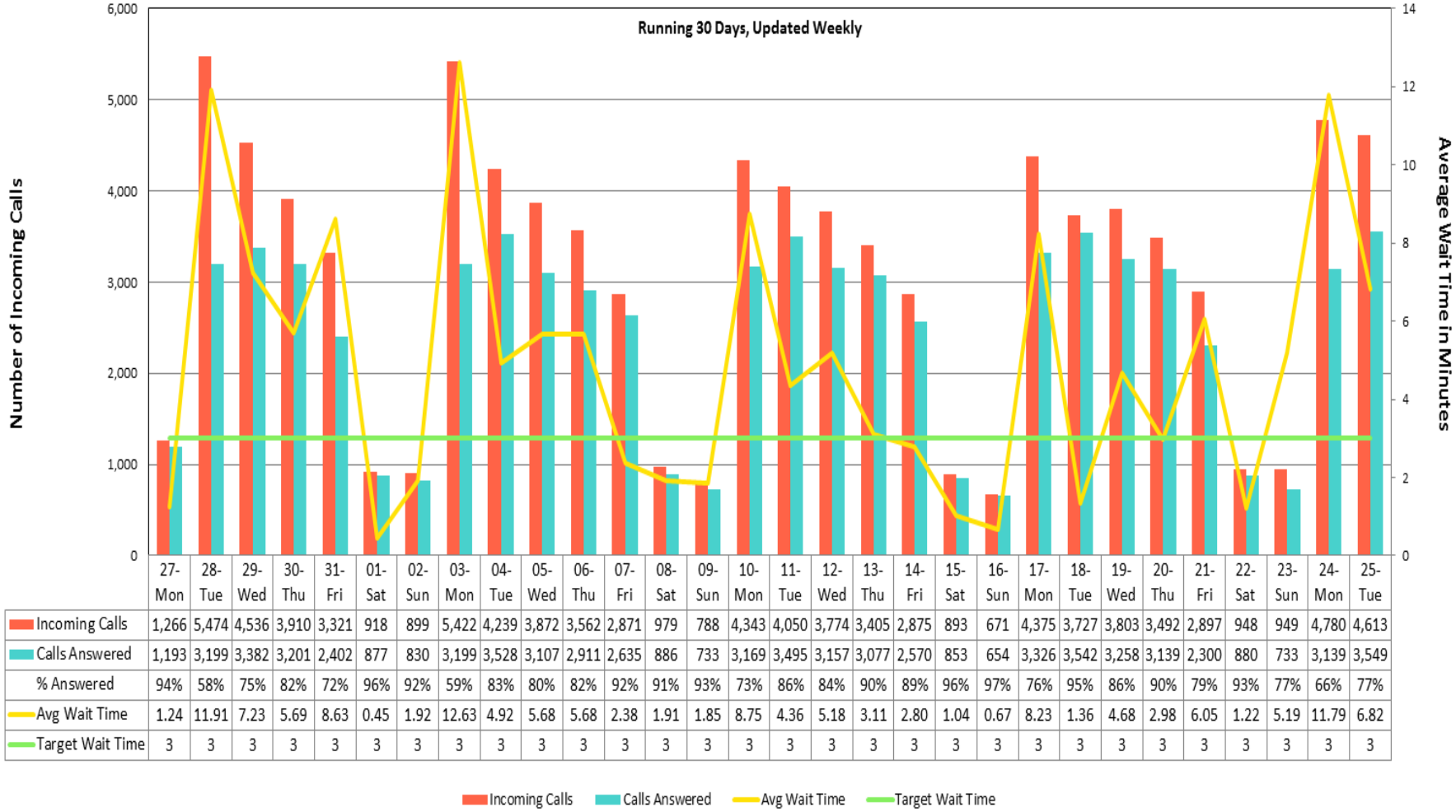
Customer Care Center Call Volume and Wait Times: May 27, 2019 to June 25, 2019



	27-Mon	28-Tue	29-Wed	30-Thu	31-Fri	01-Sat	02-Sun	03-Mon	04-Tue	05-Wed	06-Thu	07-Fri	08-Sat	09-Sun	10-Mon	11-Tue	12-Wed	13-Thu	14-Fri	15-Sat	16-Sun	17-Mon	18-Tue	19-Wed	20-Thu	21-Fri	22-Sat	23-Sun	24-Mon	25-Tue
Incoming Calls	1,266	5,474	4,536	3,910	3,321	918	899	5,422	4,239	3,872	3,562	2,871	979	788	4,343	4,050	3,774	3,405	2,875	893	671	4,375	3,727	3,803	3,492	2,897	948	949	4,780	4,613
Calls Answered	1,193	3,199	3,382	3,201	2,402	877	830	3,199	3,528	3,107	2,911	2,635	886	733	3,169	3,495	3,157	3,077	2,570	853	654	3,326	3,542	3,258	3,139	2,300	880	733	3,139	3,549
% Answered	94%	58%	75%	82%	72%	96%	92%	59%	83%	80%	82%	92%	91%	93%	73%	86%	84%	90%	89%	96%	97%	76%	95%	86%	90%	79%	93%	77%	66%	77%
Avg Wait Time	1.24	11.91	7.23	5.69	8.63	0.45	1.92	12.63	4.92	5.68	5.68	2.38	1.91	1.85	8.75	4.36	5.18	3.11	2.80	1.04	0.67	8.23	1.36	4.68	2.98	6.05	1.22	5.19	11.79	6.82
Target Wait Time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3